



United Water Laredo
5816 Daugherty
Laredo, TX 78041

Important Information !

- Your water meets or surpasses all state and federal and state drinking water standards.
- Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono 956 523 6561.

Dear Customer

United Water Laredo is a partnership between United Water and the City of Laredo. Through this partnership, the City retains ownership of all the water facilities including the treatment plant, watershed and distribution system. United Water, as contract operator, provides the day to day management of the water system. These organizations work together to provide you with water that meets—and often surpasses—all the health and safety standards set by the United States Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ).

We regularly test water samples to be sure that your water meets the safety standards.. All the test results are on file with the TCEQ, the agency that monitors and regulates drinking water quality in our state. The EPA and the TCEQ establish these regulations. They also require water suppliers to provide a Water Quality Report to customers on an annual basis. Please read it carefully and feel free to call us at 956 523 6561 if you have any questions. In addition, you can write to us at the above address or you can attend a City Council meeting on the first and third Mondays. You can also call the EPA Safe Drinking Water Hotline at 800 426 4791 with water-related questions. If you have specific questions about your water as it relates to your personal health, we suggest that you contact your health care provider.

Bottled Water or Tap Water?

The sources of drinking water (for both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

About Your Water Supply and Treatment Process

The source of the Santa Isabel water plant is ground water from the Carrizo-Wilcox Aquifer. The water in this aquifer is very saline and is purified to ensure that it meets or surpasses all state and federal standards. We purify the water using chemical treatment as well as filtration techniques. Water treatment chemicals include an anti-scalant, sulfuric acid, caustic soda, calcium and chlorine. These are added to remove impurities, kill harmful bacteria and eliminate unpleasant tastes and odors.

Water Quality Results

Each month we are required to test the finished water for the presence of coliform bacteria. These organisms are naturally present in the environment and their absence is an indication that the water has been properly treated. We are pleased to inform you that no coliform bacteria were detected in any of the samples tested in 2002.

Health Note

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at 800 426 4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infections by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800 426 4791.

About United Water

The City of Laredo selected United Water to operate and manage its water and wastewater systems. Services include water and wastewater treatment, biosolids management, water distribution, wastewater collection, industrial pretreatment, customer service and metering. United Water began serving Laredo in October 2002. You can learn more about United Water by visiting www.unitedwater.com.